

Parliamentary & Health Service Ombudsman (PHSO)

If you are unhappy with the final response to your complaint and would like to take the matter further, you can ask the independent Parliamentary & Health Service Ombudsman to investigate.

Tel: 0345 015 4033. Website: www.ombudsman.org.uk

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Who else can help me?

If you feel you need support in making your complaints this is available through Total Voice Cambridgeshire & Peterborough Independent Health Complaints Advocacy. They provide a free, independent and confidential support for people who wish to make a complaint about the care they received from the NHS. An Advocate can explain the complaints process and give guidance on writing an effective complaint letter and where appropriate you can have one to one advocacy support.

Tel: 0300 222 5704. Email: tvcp@voiceability.org.
Website: www.voiceability.org

Granta Medical Practices is made up of:-

Sawston Medical Centre, London Road, Sawston, CB22 3HU
Tel: 0300 234 5555, option 2

Linton Health Centre, Coles Lane, Linton, CB21 4JS
Tel: 0300 234 5555, option 3

Barley Surgery, High Street, Barley, Royston, SG8 8HY
Tel: 0300 234 5555, option 4

Market Hill Surgery, Market Hill, Royston, SG8 9JN
Tel: 0300 234 5555, option 5

Shelford Medical Practice, Ashen Green, Great Shelford, CB22 5FY
Tel: 0300 234 5555, option 6

GRANTA Medical Practices

Comments & Complaints

Let us know your views

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However, if you have a complaint or are unhappy about the service you have received from the doctors or the staff, please let us know. We operate a complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria.

Our Principles are:

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days or at most a few weeks, because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- within 12 months of the incident that caused the problem; or
- within 12 months of discovering that you have a problem.

Complaints should be made in writing to Sandra East, Communications Manager, c/o Granta Sawston or by email to sandra.east@nhs.net

What we shall do

An acknowledgement of your written complaint will be made within 3 working days. A full verbal or written response, as appropriate, will be made within 20 working days of receipt where possible. Where an investigation takes longer we will contact you to explain the reason for the delay and supply a full response when a conclusion has been reached.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have their permission to do so. A note or a consent form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

When we look into your complaint, we shall aim to:

- Find out what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology, where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again.
- Ensure the complaint is resolved to your satisfaction.

Taking matters further

We hope that if you have a problem you will use our in-house complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you feel it would be helpful to speak to someone independent of the practice for support and advice in pursuing your complaint you may like to contact one of the following organisations:-

Cambridgeshire & Peterborough Clinical Commissioning Group (CAPCCG)

As a patient, relative or carer you may sometimes need to turn to someone for help, advice and support, and this is where the CAPCCG Patient Experience Team can help.

They will offer confidential help and advice, give guidance on the NHS complaints procedure, give advice on where to direct your NHS complaint, provide information about local health services and support groups, and signpost to other organisations such as Independent Advocacy and other patient experience services.

FREEPHONE: 0800 279 2535 Email: capccg.pet@nhs.net

Patient Experience Team, Lockton House, Clarendon Road, Cambridge, CB2 8FH.

NHS England (NHSE)

Complaints about GP and Pharmacy services are managed by NHS England. You can either send your complaint to the Patient Experience Team as above or send it direct to the NHS England Customer Contact Centre:

Tel: 0300 311 22 33. E-mail: england.contactus@nhs.net

NHS England, Customer Contact Centre, PO Box 16738, Redditch, B97 9PT.